

OFFICE OF INFORMATION TECHNOLOGY

NOTICE OF JOB VACANCY

POSTING PERIOD		POSTING #: 2016-019
FROM: February 9, 2016	TO: February 24, 2016	
POSTING OPEN TO:		LOCATION:
<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	OIT UNIT SCOPE(S): STATEWIDE GENERAL PUBLIC	Office of Information Technology Telecommunications Voice Services 200 Riverview Plaza Trenton, NJ 08625
TITLE: Senior Operator, State Office Centrex System TITLE CODE: 21841 POSITION NUMBER: 938981		NUMBER OF POSITIONS: 1
SALARY RANGE: A12 - \$34,628.13 - \$46,868.13		HOURS OF WORK: TBD

SPECIAL SKILLS: Must be able to clearly and accurately handle repair calls no matter the level of complexity from State Agencies and report them precisely to the Vendor. Must be capable of managing tickets keeping both agencies and vendors apprised of the situation and reporting progress. Must be able to use Vendor systems to enter trouble tickets whether it be their Web portal or their Call Centers. Must be able to manage large volumes of calls each day, work on multiple OIT internal systems, report repairs, receive status of said repairs, manage upgrades and keep internal systems updated. Must manage password resets for voice mail users and the setup of conference calls and maintain records of users. Must direct calls to state agencies as needed as well as looking up numbers for callers from both internal and external users and be able to handle irate callers in a professional manner defusing a possible enraged situation.

DEFINITION: Under direction of a Supervisor or Assistant Supervisor, State Office Centrex System, assists in the operation of the State Office Centrex System; provides requested information and telephone numbers; maintains and updates listing information; does other related duties as required.

EXPERIENCE: Two (2) years of experience involving the operation of a switchboard system.

FOR NON-U.S. CITIZENS AND/OR FOREIGN DEGREES

AUTHORIZATION TO WORK: U.S. Citizenship is not required. Selected candidate must be authorized to work in the U.S. according to Department of Homeland Security, U.S. Citizenship and Immigration Services regulations.

FOR FOREIGN DEGREES: All non-U.S. degrees and/or transcripts from a college or university outside the U.S. must already be evaluated for accreditation and attached to your resume. Failure to comply with these requirements may result in ineligibility.

RESIDENCY REQUIREMENTS:

In accordance with the New Jersey First Act, [N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)](#), effective September 1, 2011 all employees must reside in the State of New Jersey unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

OPEN TO THE FOLLOWING:

Applicants must meet the job specification on file at the Civil Service Commission. To view the Civil Service Commission's Job Specification, please visit: <http://info.csc.state.nj.us/TitleList/TitleSearch.aspx>

IF YOU QUALIFY AND ARE INTERESTED, SEND YOUR RESUME AND A LETTER OF INTEREST WITHIN THE POSTING PERIOD:

Electronic Filing:

Applicants are encouraged to file electronically. Forward your letter of interest and resume electronically to recruiter2@oit.nj.gov. **Include the posting number 2016-019 in the subject line** and your email address so that we may acknowledge your response electronically.

Alternate Filing: If unable to file electronically, applicants may forward your resume and letter of interest (including posting #2016-019) to:

Antoinette Sargent, Manager
Office of Human Resources
P.O. Box 212
300 Riverview Plaza, 4th Floor
Trenton, New Jersey 08625

JOB POSTING AUTHORIZED BY: _____

Sharon Pagano
Chief of Staff